Wireless Number Portability Issue w/ ATT Wireless

Last week (Tuesday) I tried moving my wireless number from T-mobile to ATT Wireless. The process in the ATT store seemed to go smoothly although the representative did tell me the porting could take up to 5 days. It's been almost 7 days now and I still haven't been ported and I've received no communication from ATT. I called into their customer care desk and was transferred around several times until I reached the porting administration desk where they told me the systems were down and they couldn't provide me with any information as to why my port didn't go through.